General

At Chatrashala, we are committed to providing a positive and enriching experience for all our participants. We understand that sometimes plans change, and you may need to request a refund. Please review our refund policy below:

1. Workshop and Event Registrations

1.1. Refund Eligibility:

- **Full Refunds:** If you cancel your registration more than 7 days before the scheduled workshop or event, you are eligible for a full refund.
- **Partial Refunds:** If you cancel your registration between 3 to 7 days before the scheduled workshop or event, you are eligible for a 50% refund.
- **No Refunds:** Cancellations made less than 3 days before the workshop or event are not eligible for a refund.

1.2. Postponement or Rescheduling:

- If Chatrashala postpones or reschedules a workshop or event, you will be given the option to transfer your registration to the new date or receive a full refund.

1.3. No-Show Policy:

- Participants who do not attend a workshop or event without prior notice are not eligible for a refund.

2. Online Courses and Digital Products

2.1. Refund Eligibility:

- **Digital Products:** Refunds are not available for digital products such as e-books, templates, or downloadable content once they have been purchased.
- **Online Courses:** If you are not satisfied with an online course, you may request a refund within 7 days of purchase, provided you have not accessed more than 20% of the course content.

2.2. Subscription Services:

- If you have subscribed to a recurring service, you can cancel your subscription at any time. No refunds will be issued for partial subscription periods.

3. Refund Request Process

3.1. How to Request a Refund:

- To request a refund, please contact us at **hi@chatrashala.com** with your name, the event or product you registered for, and the reason for the refund request.

- We aim to process refund requests within 7-10 business days. Refunds will be issued to the original payment method used during registration or purchase.

4. Exceptions and Special Circumstances

4.1. Emergency Situations:

- We understand that emergencies happen. If you are unable to attend a workshop or event due to an emergency, please contact us as soon as possible. We will review such cases on an individual basis and may offer a refund, rescheduling, or credit for future events.

4.2. Technical Issues:

- If you experience technical issues while purchasing a product or registering for an event, please contact us immediately at hi@chatrashala.com. We will work to resolve the issue and, if necessary, process a refund.

5. Contact Us

If you have any questions about our refund policy, please feel free to contact us:

Email: hi@chatrashala.com

Chatrashala
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